

Code 60 Update

A Passion to Serve, Dedication to Safety

The New Code 60

- Locator contacts excavator and requests to use a Code 60
- Excavator indicates agreement with proposed alternate marking schedule
- Locator enters information and submits a Code 60
- Code 60 enters a holding queue
- Excavator receives an email with Code 60 information and the following verbiage:
 - "By clicking on 'Accept,' I agree to the proposed alternate marking schedule and accept the Code 60 Positive Response."
- The excavator sees two icons labeled "Accept" and "Decline"
- If the excavator clicks "Accept":
 - The Code 60 moves out of the holding queue and is entered as the Positive Response
 - The locator receives an email indicating the Code 60 has been accepted

The New Code 60

- If the excavator clicks "Decline":
 - The Code 60 is rejected
 - The locator receives an email indicating the Code 60 has been declined
 - The locator can now:
 - Contact the excavator and clarify the matter and then, if agreeable to the excavator, re-submit the Code 60 and the process outlined above begins again
 - Mark the utilities and enter an appropriate Positive Response

Beginning January 2, 2023

- If the excavator fails to click on “Accept” or “Decline”:
 - The Code 60 remains in the holding queue until the 7:00 AM deadline to respond to the ticket
 - If no other Positive Responses have been submitted by the locator to replace the Code 60, the ticket will have a Positive Response of Code 60 registered
 - HOWEVER – if the Excavator Declines the first Code 60, the second, third, etc., Code 60 will default to 999 at 7:00 AM when the Ticket is due
 - The locator needs to be aware which tickets he or she has submitted a Code 60 have not been responded to

Code 60 Data, Jan 1 – March 31, 2023

- Total number of attempted Code 60s for Jan 1 – March 31 - **54,930**
- Total number of Code 60s registered as Positive Response for Jan 1 – March 31 - **53,209 (97%)**
- How many Code 60s have actually been declined for Jan 1 – March 31 - **1,721 (3%)**
- How many Code 60s have actually been accepted for Jan 1 – March 31 - **5,312 (10%)**
- How many Code 60s have defaulted to Code 60 due to no excavator response for Jan 1 – March 31 - **47,897 (90%)**
- Total number of Positive Responses for Jan 1 – March 31 – **2,210,224**
- Percent of Positive Responses that were Code 60 - **2.4%**
- Total number of Normal tickets processed for Jan 1 – March 31 - **327,516**
- Total number of unique tickets processed between Jan 1 – March 31 that received 1 or more Code 60 Positive Responses - **25,194 (7.7%)**

Code 60 Data, Jan 1 – March 31, 2023

- How many 3-hour tickets were processed for Jan 1 – March 31 – **17,982**
- How many 3-hour tickets are related to a disputed Code 60 Positive Response for Jan 1 – March 31 - **1,780 (10% of 3-hour tickets; 7% of all tickets with at least 1 Code 60 Positive Response)**
- How many Code 60s were entered between 5PM the day before and 7AM the day of the ticket due date for Jan 1 – March 31 - **3,295 (6.2%)**

The New Code 60

- Challenges
 - “Back Office” WTE/Callers and Field Contacts
 - Field Contacts need to:
 - Communicate with person who submits the ticket to either click “Accept” when the person receives the Code 60 email or forward the email to the Field Contact
 - Perception Code 60s Submitted After Hours to avoid the Code 60s from being Declined
 - Locators keeping up with tickets confirmed, rejected, or forgotten
 - If a Code 60 is rejected, the locator will need to take action or the ticket will be a 999
 - If the locator notes that no emails have been received, either accepting or rejecting a Code 60, the locator must take action or the ticket will be a 999

The Excavator Response Management App (ERMA)

- Virginia 811's First True Mobile Application
- Intended to make the Code 60 process more efficient
- Will provide the foundation upon which future functionalities for excavators can be built

Skapa Tech, LLC, Charlottesville, VA

The Skapa Difference



Skapa – big enough for complex project scopes. Small enough so you work with senior project leaders.



Elegant, scalable, best-in-class design and development delivered with professionalism.



We are leaders in service and support - there for you after launch and beyond. We don't go away!

ERPA



Welcome

8:11

va811.com
Dig With CARE

SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

Register New Account

Log In

Contact Us

Login

8:11

Welcome back
Please enter your login credentials

Company Email Address
Enter email address

Password
Enter password

Forgot Password

Log In

Don't have an account? Register now

Login - Filled

8:11

Welcome back
Please enter your login credential

Company Email Address
jacksparrow@company.com

Password
wfl-jdy-mf@-3Ds

Forgot Password

Log In

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space return

Login - Failed

8:11

Welcome back
Please enter your login credential

Company Email Address
jacksparrowmailcom

Password
.....

Forgot Password

Log In

Don't have an account? Register now

Invalid email address or password

ERPA



Forgot Password

8:11

←

Reset password

Enter the email associated to your account and we'll send an email with instructions to reset your password.

Company Email Address

jacksparrow@company.com

Reset Password

q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123 space return
😊 🎤

Forgot Password, Submitted

8:11

Check your email

We sent instructions to your email to reset your password.

Back to Home

Did not receive the email? Check your spam inbox, or try [another email address](#).

Registration - Empty

8:11

←

Register

Create your account now

First Name *

Last Name *

First name

Last name

Company Email Address *

Enter work email address

Password *

Enter password

👁

Cell Phone *

Enter cell phone number

Company Name

Enter company name

☐ I accept Virginia 811's [Terms & Conditions](#).

Register

Already have an account? [Login](#)

Registration - Filled

8:11

←

Register

Create your account now

First Name *

Last Name *

Jack

Sparrow

Company Email Address *

jacksparrow@company.com

✓

Password

wfl-jdy-mf@-3Ds

🔒

Cell Phone *

(405) 555-0128

Company Name

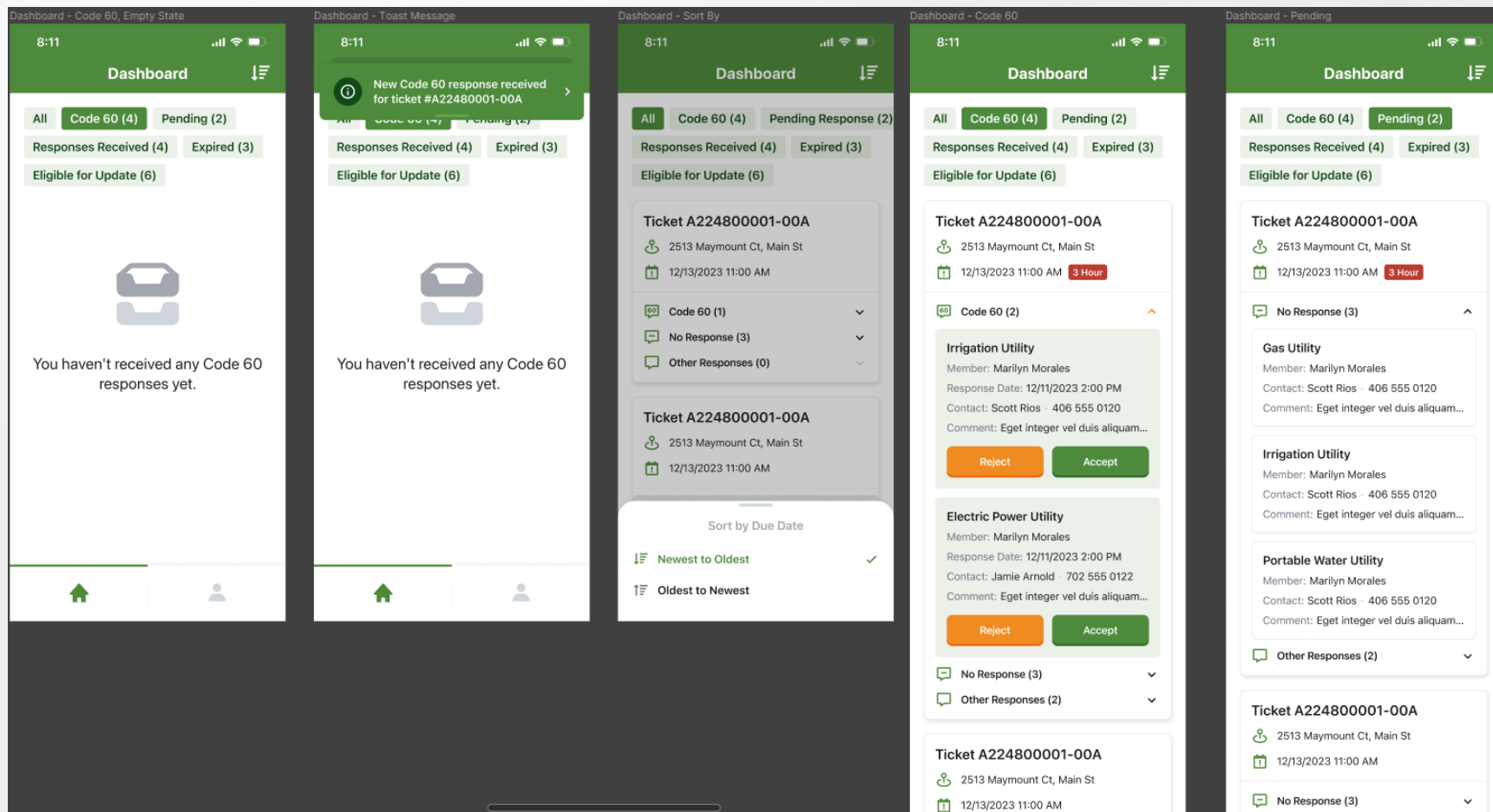
The East India Company

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Register

Already have an account? [Login](#)

ERPA



ERPA



Ticket Details - Code 60

8:11

Ticket Details

Ticket A224800001-00A

Code 60 3 Hour

DETAILS

Due Date

12/13/2023 7:00 PM

Due at 7:00 PM

Ticket Response Date

12/13/2023 1:00 PM

Work Type

STUMP GRINDING OR REMOVAL

County

VIRGINIA BEACH CITY

From Address

2513

To Address

2513

Street

Maymount Ct

Street (C1)

Maymount Ct

Street (C2)

Main St

POSITIVE RESPONSES

Code 60 (2)

Irrigation Utility

Member: Marilyn Morales

Response Date: 12/11/2023 2:00 PM

Contact: Scott Rios - 406 555 0120

Comment: Eget integer vel duis aliquam vel maecenas viverra faucibus hac.

Ticket Details - First Fold

8:11

Ticket Details

Ticket A224800001-00A

Code 60 3 Hour

DETAILS

Due Date

12/13/2023 7:00 PM

Due at 7:00 PM

Ticket Response Date

12/13/2023 1:00 PM

Work Type

STUMP GRINDING OR REMOVAL

County

VIRGINIA BEACH CITY

From Address

2513

To Address

2513

Street

Maymount Ct

Street (C1)

Maymount Ct

Reject All (2)

Accept All (2)

Ticket Details - Pending

8:11

Ticket Details

Ticket A224800001-00A

Pending Positive Response

DETAILS

Due Date

12/13/2023 11:00 AM

Ticket Response Date

12/11/2023 1:00 PM

Work Type

STUMP GRINDING OR REMOVAL

County

VIRGINIA BEACH CITY

From Address

2513

To Address

2513

Street

Maymount Ct

Street (C1)

Maymount Ct

Street (C2)

Main St

POSITIVE RESPONSES

No Response (3)

Gas Utility

Member: Marilyn Morales

Contact: Scott Rios - 406 555 0120

Comment: Eget integer vel duis aliquam vel...

Ticket Details - Responses Received

8:11

Ticket Details

Ticket A224800001-00A

Pending Positive Response

DETAILS

Due Date

12/13/2023 11:00 AM

Ticket Response Date

12/11/2023 1:00 PM

Work Type

STUMP GRINDING OR REMOVAL

County

VIRGINIA BEACH CITY

From Address

2513

To Address

2513

Street

Maymount Ct

Street (C1)

Maymount Ct

Street (C2)

Main St

POSITIVE RESPONSES

Code 60 (3)

Irrigation Utility

Member: Marilyn Morales

Response Date: 12/11/2023 2:00 PM

Contact: Scott Rios - 406 555 0120

Comment: Eget integer vel duis aliquam vel...

Ticket Details - Eligible for Update

8:11

Ticket Details

Ticket A224800001-00A

Eligible for Update

DETAILS

Due Date

12/13/2023 11:00 AM

Work Type

STUMP GRINDING OR REMOVAL

County

VIRGINIA BEACH CITY

From Address

2513

To Address

2513

Street

Maymount Ct

Street (C1)

Maymount Ct

Street (C2)

Main St

POSITIVE RESPONSES

No Responses Received as of March, 8, 2023 9:23 AM

Ticket Details - Expired

8:11

Ticket Details

Ticket A224800001-00A

Expired

DETAILS

Due Date

12/13/2023 11:00 AM

Ticket Response Date

12/11/2023 1:00 PM

Work Type

STUMP GRINDING OR REMOVAL

County

VIRGINIA BEACH CITY

From Address

2513

To Address

2513

Street

Maymount Ct

Street (C1)

Maymount Ct

Street (C2)

Main St

POSITIVE RESPONSES

Code 60 (3)

Irrigation Utility

Member: Marilyn Morales

Response Date: 12/11/2023 2:00 PM

Contact: Scott Rios - 406 555 0120

Comment: Eget integer vel duis aliquam vel...

Questions?